

CHARLEY R. BARKER
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Summary of Qualifications

Highly motivated and goal-oriented Professional with several years of successful experience exceeding goals and building profitable client bases. Demonstrated ability to identify and remediate complex deficiencies and complete time-sensitive projects. Proven effectiveness in training and managing customer service representatives for superb client support and problem resolution.

Areas of Expertise

Service Consulting
Staff Training
Service Reporting

Contract Negotiations
Problem Resolution
Project Presentations

Account Retention
Relationship Building
Territory Development

Accomplishments

- Successfully negotiated over \$5,000,000 in home sales, in turn generating nearly \$500,000 in accounts receivable.
 - Increased revenue and client base by analyzing client needs in the region, training new customer service representatives and establishing new marketing strategies.
 - Exceeded monthly revenue goals by roughly 35% while being recognized as top performer by upper management on a regular basis.
 - Turned troubled accounts into major profit generators through quality customer service and dedication to meet deadlines.
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Professional Experience

Help Desk Support

- Worked independently and in a team environment to diagnose and resolve end user help desk tickets.
- Enhanced user systems by installing updated operating systems, drivers, relevant software, and new hardware.
- Provided courteous, positive tier 1 support to all internal and external end-users. Both over the phone and in person.
- Monitored system performance and escalated issues as necessary.
- Employed critical problem solving in identifying and resolving operating issues.
- Logged, tracked and distributed incoming service requests.
- Evaluated documented resolutions and analyzed trends for ways to prevent future occurrences.
- Performed preventative maintenance (remotely or on-site as the assignments dictated) in accordance with contractual agreements

Operations Management

- Managed daily operations of the office by overseeing the work performed by processors and client coordinators, serving as liaison for real estate agents/brokers, clients, as well as short sale lenders.
- Personally handled transactions of a more complex nature when necessary. Worked with clients to mitigate issues with case files handled by junior staff.
- Supervisory duties included training newly hired client coordinators and processors, conducting quarterly performance evaluations, as well as weekly employee reviews.
- Marketing duties included representation of the company over the phone, in person, and in seminar settings in the interest of growing the client base.

Customer Relations

- Consulted with new and existing clients to determine needs and appropriate action.
- Responded to customer service inquiries and resolved complex consumer problems on a daily basis.
- Maintained and strengthened business relationships with clients and management by exceeding expectations.
- Developed strategies with clients on a case by case basis in order to make each transaction personal.

Additional Relevant Skills

- Working knowledge of call-center phone systems and office equipment such as printers/faxes, copy machines, typewriters
- Fast and efficient data processing and research skills with the ability to type approximately 60 words per minute
- Familiar with all versions of both Microsoft and Apple office software (Word, Excel, Powerpoint; Pages, Numbers, Keynote)
- Expert knowledge of PC hardware and peripheral installation
- Expert knowledge of both PC and Macintosh desktop operating systems including general software troubleshooting and installation
- Ability to quickly navigate and understand various in-house company websites, databases, and software programs

Employment History

Help Desk Technician	Total Technology Solutions	Towson, MD	2013 - Present
Operations Manager	ATC Financial	Timonium, MD	2012 - 2013
Data Processor	Nationwide BetterHealth	Hunt Valley, MD	2009
Title Associate	PHH Arval	Sparks, MD	2006 - 2008
Help Desk Intern	AAI Corp	Timonium, MD	2003

Education and Professional Development

Bachelor of Science, Advertising	West Virginia University	Morgantown, WV
Minor, Communication Studies	West Virginia University	Morgantown, WV
CompTIA A+ Net+ and CCNA Certificate program	Towson University	Towson, MD